Premium Support

MOM Emergency Support Service

SIEMENS

*Emergency telephone support is available for Customers who have purchased Silver Support Service or Gold Support Service to address critical priority situations in which the software production installation ceases to function entirely or causes a severe disruption to operations. By making an emergency call, customers will be connected to the available on-stand-by Support Engineer, that will take charge of the reported incident and, if necessary, will connect the customer to the most expert Support Engineer available.

Emergency Support Hours of Service (Critical issues only)
Silver Support Service: 24 hours a day / 5 days per week / Monday - Friday
Gold Support Service: 24 hours a day / 7 days per week

When to make an Emergency Call

Please reserve emergency phone calls to the following situations only.

IMPORTANT: The recommended method for submitting a Critical incident is to submit a new case via the 24/7 Support Center website:
https://www.plm.automation.siemens.com/global/en/support/

FOR NEW CRITICAL INCIDENTS:
- Incidents that result in a severe disruption to operations and require immediate assistance from a DI SW Global Support Engineer and you are unable to submit the case in the DI SW Support Center website:
https://www.plm.automation.siemens.com/global/en/support/

FOR CRITICAL AND IMPORTANT UPDATES ON EXISTING P1 INCIDENTS:
- You need immediate attention from DI SW Global Support on a Critical update or re-occurrence of an existing P1 Critical incident.

How to Make an Emergency Call

*Applies to both Silver and Gold Support Service

Locate your region, the product you need support for in the table below and then follow these steps:

1. Dial your local Customer Support phone number. You may find this number:
https://www.plm.automation.siemens.com/global/en/support/

2. Press "0" in order to enter the emergency support menu.

3. Enter one of the 5-digit PINs below according to the product and region.

IMPORTANT:

Outside of business hours: You will be prompted to access the Emergency phone menu.

During normal business hours: You will be presented 2 options of creating a new case or checking the status on an existing case.

Products	Region	Emergency PIN
Opcenter Execution Foundation Opcenter Execution Discrete Opcenter Execution Process SIMATIC IT Unified Architecture Foundation SIMATIC IT Unified Architecture Discrete SIMATIC IT Unified Architecture Process Industries	EMEA	30008
	AMS (Americas)	30007
	APAC	30009
Opcenter Execution Core Opcenter Execution Electronics Opcenter Execution Medical Device and Diagnostics Opcenter Execution Semiconductor Camstar	EMEA	30011
	AMS (Americas)	30024
	APAC	30023
Opcenter Execution Electronics IoT - MSS (Valor IoT manufacturing - Shopfloor)	All (AMS, EMEA, APAC)	30032
Opcenter Connect MOM Manufacturing Interoperability	EMEA	30025
	AMS (Americas)	30027
	APAC	30026
SIMATIC IT Production Suite SIMATIC IT Aerospace and Complex Manufacturing SIMATIC IT Batch Integration Layer SIMATIC IT for Process/Hybrid SIMATIC IT Line Monitoring System SIMATIC IT Mechatronics SIMATIC IT OEE SIMATIC IT PLM SIMATIC IT Report Manager SIMATIC IT Reporting Framework	All (AMS, EMEA, APAC)	30016
Opcenter Quality Teamcenter Quality QMS Professional	All (AMS, EMEA, APAC)	30012
Opcenter RD&L (Research, Development and Laboratory) SIMATIC IT R&D Suite (incl. Unilab and Interspec)	All (AMS, EMEA, APAC)	30014
Opcenter Execution Pharma SIMATIC IT eBR	All (AMS, EMEA, APAC)	30010
Opcenter Intelligence Manufacturing Intelligence Manufacturing Performance	All (AMS, EMEA, APAC)	30015